

# Case Study:

## The Smithsonian Institution

*Medgate “supports the Smithsonian strategic goal of organization excellence as part of an ongoing effort to modernize the Institution’s information technology (IT) systems, and providing support and monitoring when an employee is injured and unable to return to work”*

### Client Profile

**Industry:**

U.S. Federal Government

**Headquarters:**

Washington, D.C.

**Employee Base:**

6,000 Staff / 6,500 Volunteers

**Budget:**

2010: \$761,161,000 (appropriated)  
2012: \$861,530,000 (requested)

**Scope of Operation:**

19 museums and galleries, the National Zoological Park, 9 research centers, 168 affiliate museums

**Medgate Production Date:**

July 2005

**Product Suites:**

Medical, Case Management, Industrial Hygiene

### Customer Profile

As the world’s largest museum complex and research organization, the [Smithsonian Institution](#) is responsible for about 6,000 employees, 19 museums, nine research centers, and 168 affiliate museums. Its funds are those of a public trust and are, in the Institution’s own words, “subject to the highest standards of accountability”.

The FY 2011-2015 Smithsonian Information Technology Plan (SITP), includes a goal of “excellence through shared management systems”. The outlined objective is to “provide Smithsonian staff with the systems, and access to the information contained within, that enable them to perform their jobs and support the advancement of the Smithsonian mission while ensuring resources are wisely managed in a manner that reflects the Smithsonian’s status as a public trust.” To achieve this vision, the Institution has crafted specific strategic goals that must be attained through their efforts.

The Institution has implemented an ambitious and ongoing plan of action to reach this goal, including significant changes to their Enterprise Resource Planning Human Resource Management Systems (ERP HRMS) supporting the Office of Human Resources (OHR). These changes began earlier in this decade and include the implementation of Medgate in 2005.

### Challenges

Prior to this ERP HRMS initiative, the Smithsonian OHR “relied on **manual processes or multiple automated systems with limited functionality and out-of-date technology.**” They had “no way to capture human resources data at the source and re-use it for multiple purposes resulting in errors, extra work, and re-work. Units also had to develop *cuff systems to maintain personnel information, but these systems did not provide timely information needed by managers and employees in the units and OHR.*”

### Solution

The Medgate application was introduced as part of the third phase of the HRMS implementation to modernize the Smithsonian HR-related systems. The aim of this phase was to “**support the management of health and safety related processes.**” These processes include clinic visit scheduling, recalls, and recordation; tracking various tests including audiometric, vision, and pulmonary function; immunization program management; and case management for occupational and non occupational injuries and illnesses. [Medgate occupational health and case management modules](#) to support these activities were deployed in July 2005.

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### Key Reported Benefits

#### Functionality:

- Compliance support
- Health monitoring
- Reporting

#### Integration:

- Special Equipment
- Standard Letters
- OSHA Reports

#### Modernized technology:

- Information at fingertips

### Benefits

The Smithsonian points to two key features of the application leveraged by the Institution:

#### a) Comprehensive functionality:

“Medgate complements HRMS [the Smithsonian Human Resource Management System] and provides for additional functionality that is needed by the Office of Occupational Safety and Environmental Management Staff to be compliant with related health, safety, productivity, disability management, and regulatory compliance issues (ADA, FMLA, OSHA, and HIPAA).” At the Smithsonian, the “ERP HRMS sends employee information down to the Health and Safety Medgate Module to provide the base data for clinic visits, monitoring, injury or illnesses and support statistical reporting.”

#### b) Integration:

“Medgate provides for integration of special equipment for tracking audiometric, vision, pulmonary and respirator fit testing, case management, scheduling and surveillance recalls, along with standard letters and OSHA reports.”

The Smithsonian says that, by replacing the previous systems in the Office of Human Resources, “**information is immediately available allowing OHR to deliver the services required far more effectively.** In addition, planned improvements to the management of core human resources activities replaced current labor-intensive paperbound processes.”

“The Medgate initiative supports the Smithsonian strategic goal of organization excellence as part of an ongoing effort to modernize the Institution’s information technology (IT) systems, and providing support and monitoring when an employee is injured and unable to return to work.”

### Additional Resources

#### Case Studies

[The Library of Congress](#)

[Fortune 100 Entertainment Company](#)

#### White Papers

[Occupational Health Software: Solution Spotlight](#)

[Checklist: What to look for in Occupational Health Software](#)

#### Medgate Product Information

[Occupational Health and Safety Software Overview](#)